



Certified Access Specialist Program

Staff Report 3.2

PERFORMANCE EXPECTATIONS

June 30, 2004

EXECUTIVE SUMMARY

In carrying out Senate Bill 262 (Chapter 873, Statutes of 2003), the Division of the State Architect (DSA) compiled a list of accessibility specialist performance expectations. To develop this list, staff research focused on previous certification programs as well as on human resource guidelines for public and professional organizations. The former guided in the identification of specialist skills, while the latter suggested that the organization of CASp expectations reflect client-specialist relations. The client-specialist interaction defines the specialist's responsibilities, which are fulfilled by specialist duties.

This report identifies the three certification classifications for access specialists, as presented in Staff Report 3.1, *Certification Classifications*. It then sets forth recommended performance expectations for these classifications:

1. Access Design and Survey Specialist
2. Access Plan Review Specialist
3. Access Inspection Specialist

The development of performance expectations began with a review of accomplishments that describe access specialist work and led to the identification of specific performance standards. Each task was then subdivided into measurable performance elements, each of which defines both a task and its expected level of performance. A list of expected skills was developed, and responsibilities were divided into individual duties. Responsibilities were then grouped according to their applicable certification classification.

RECOMMENDATION

The State Architect requests committee review and comment on the recommended performance expectations for the three above mentioned classifications.

ANALYSIS

During initial development of specialist performance expectations, staff identified two alternative approaches. The first is a skills inventory enumerating the activities of access specialists. The second is an accomplishments inventory not only detailing the relevant occupational tasks, but also allowing for the division of responsibilities into measurable performance elements. The latter option was selected for further development because it better addresses the need for a list of specific specialist duties.

The consideration of a skills inventory also serves the program development. Individual skills may be included in the performance elements of an accomplishments inventory, and additional performance elements may be identified in studies of related tasks from skills inventories.

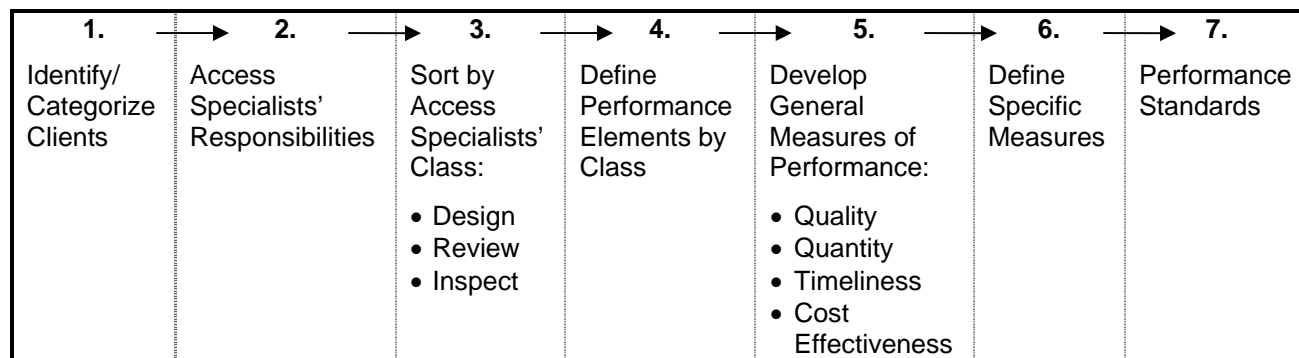
Standards research concentrated on federal and state agencies, as well as on professional associations in human resources and personnel management. A review of the existing certification programs for access specialists identified two relevant programs:

1. International Code Council (ICC) certification program for Accessibility Inspectors and Plans Examiners
2. Texas Registered Accessibility Specialist (RAS) program

Specialist activities culled from these sources provided a basis for a skills inventory. Procedural guidelines of the US Office of Personnel Management then provided an organizational framework for drafting CASp performance expectations.

PROCEDURES FOR ESTABLISHMENT

The creation of performance standards for access specialists should generally follow the procedural recommendations of the US Office of Personnel Management¹ and have been partially applied as follows:



¹ United States Office of Personnel Management. *A Handbook for Measuring Employee Performance*. (Washington: Workforce Compensation and Performance Service, September 2001) 20.
<<http://www.opm.gov/perform>>.

1. **Identify client types** for access specialists. The federal Office of Personnel Management refers equivalently to client types and customer groups. The following comprise the client types or customer groups identified for access specialists:
 - a. Concerned Citizens: Any person who has encountered or is aware of an access barrier in a government facility or public accommodation, including public users, employees, and service providers to the facility.
 - b. Design Teams: Project teams of design professionals identified as objects of access specialists' advocacy of universal design.
 - c. Enforcement Agencies: Government agencies responsible for enforcing accessibility requirements related to the construction of the built environment, including corrective work per court orders.
 - d. Owners and Developers: Those responsible for enforcing accessibility requirements within the public and common-use areas of existing facilities and proposed construction.
 - e. Lessors and Operators: Government agencies and operators of public accommodations, responsible for maintaining disability access to and use of the facilities they manage.
2. **Identify interaction results** between client types and access specialists. The results may be considered the accomplishments of an access specialist. Their identification is vital in determining the broader responsibilities of access specialists.

<u>Client Type</u>	<u>Specialist Responsibilities</u>
a. Concerned Citizens	Advocacy Letter Investigation Facility Appraisal of Usability
b. Design Teams	Design Collaboration Construction Documents Review Comments Compliance Survey of Existing Facility Facility Appraisal of Usability
c. Enforcement Agencies	Construction Documents Review Comments Construction Inspection Report Investigations
d. Owners and Developers	Construction Documents Review Comments Construction Inspection Report Compliance Survey of Existing Facility Facility Appraisal of Usability
e. Lessors and Operators	Compliance Survey of Existing Facility Facility Appraisal of Usability

3. Aggregate and organize the results into a single list of access specialist classification types.

<u>Classification Type</u>	<u>Client Types</u>
Design	Design Teams
Review	Design Teams Enforcement Agencies Owners and Developers
Inspect	Enforcement Agencies Owners and Developers
ADA Coordinator	Concerned Citizens Design Teams Lessors and Operators Owners and Developers
Disability Rights Specialist	Concerned Citizens Enforcement Agencies

4. Define each classification type in terms of performance elements or access specialists' responsibilities.

5. Determine which general measures apply to each performance element, using the following four categories:

- a. Quality – Addresses how well one performs the work, including the accuracy and/or effectiveness of the achievement.
- b. Quantity – Addresses how much work is produced.
- c. Timeliness – Addresses how fast or when the work is produced.
- d. Cost Effectiveness – Addresses how costly work is, including dollar savings, value engineering, and cost control methods.

6. Define at least one specific measure for each general measure that applies. Specific measures are ideally quantifiable. If it is not possible to perform a calculation in the appraisal, then the measure must be observable. The corresponding performance standard would then prescribe what is to be observed, and by whom.

7. Expand each performance element into a standard of performance or an expression of the threshold, requirement, or expectation to be met. Each duty of an access specialist will be appraised at this particular level of performance.

The performance expectations shown in the attached table are general measures of performance. DSA will develop specific standards upon further development of the program. Some of the terms used above have been altered for the table headings:

Responsibility refers to Performance Elements.
Measurement of refers to applicable General Measures.
Duty refers to Specific Measures.

RECOMMENDATION

The State Architect requests committee review and comment on the recommended performance expectations for the three classifications:

1. Access Design and Survey Specialist
2. Access Plan Review Specialist
3. Access Inspection Specialist

Cert. Class.*	Areas of Responsibility	Measurement of	Expected Duties
1	Survey Scope	Quality	Obtain from the client a complete description of the areas and functions of the facility to survey.
1	Observing and Recording	Quality	Thoroughly examine all areas and functions of the facility that are subject to survey. Thoroughly consider all applicable access requirements at each area or function observed. Effectively record each deficiency encountered and/or a sufficient description of each deficiency encountered.
1	Completion of Survey Documents	Quality	Utilize standard or recommended survey forms, or provide explanation to client for not using such forms. Include a response to every applicable item listed on the survey form.
1	Final Reports to Clients	Quality	Provide a professional opinion on the degree of the facility's compliance with access requirements. Summarize or characterize the types of deficiencies found. Inform client of the legal responsibilities for addressing survey findings.
		Timeliness	Act within the timeframe established with the client, and account for any legal deadlines or time constraints imposed by lease negotiations.
1	Design Team Member	Quality	Advocate principles of universal design with well-founded design recommendations. Characterize the impact of universal design recommendations on other aspects of design in a fair manner.
		Timeliness	Offer thoughtful comments as warranted, without unnecessary delay.
1	Consultation on Design Issues Concerning Accessibility Requirements	Quality	Advise on the scope of applicable accessibility requirements for a project. Advise on the identification of the jurisdictions responsible for plan review and approval. For new construction, advise on impacts of the operation of programmed space use on compliance with requirements for accessibility and usability. For existing facilities, advise on corrective action required to comply with accessibility and usability requirements. For existing facilities, advise on prioritized implementation of corrective construction.
		Timeliness	Endeavor to offer advice as early as possible.
1	Verification of Detailing of Accessible Elements	Quality	Verify that the representation of each accessible element in the construction documents includes all dimensions, notes and specifications necessary to demonstrate compliance with accessibility requirements.
		Timeliness	Operate within established timeframe for the current design phase.

* 1: Design and Survey; 2: Plan Review; 3: Inspection

Cert. Class.*	Areas of Responsibility	Measurement of	Expected Duties
1	Coordination of Accessible Elements	Quality	Coordinate proposed construction of accessible elements into the design of all affected building systems.
		Timeliness	Review and comment on all applicable drawings before the end of the current design phase.
1	Purpose of Investigation	Quality	Provide initial professional feedback that proves reliable and not contradicted at a later date. In the investigation and report, address the client's issues on accessibility and/or usability barriers of the facility.
		Timeliness	Identify any need for immediate or urgent action.
1	Analysis of Requirements for Usability and Accessibility	Quality	Thoroughly study relevant legal and public policy requirements. Consider possible precedents related by similar programs or by similar types of facilities.
		Timeliness	Inform client of analytical findings, to determine investigative strategy and report format.
1	Investigation	Quality	Conduct investigation openly, but with minimal disruption to the facility. Consider accessibility and/or usability issues under all relevant, variable conditions. Subsequent conclusions or solutions are supported by factual records, or data analyses of the conditions observed.
1	Reports	Quality	Compose well organized and intelligible reports, while indicating sound analytical thinking and expertise in the field. Cite appropriate case studies and precedents, indicating awareness of current events and developments. Compose conclusions and recommendations demonstrating an in-depth understanding of the current accessibility and programmed use of the facility, and explaining how the facility eventually ought to conform.
2	Review of Proposed Project Scope for Accessibility Requirements	Quality	Verify that the contents of the project application do not conflict with project information shown in the construction documents. Verify that the construction documents are complete, insofar as addressing all applicable accessibility requirements for the project.
		Timeliness	Act before initiating the review process.
		Cost Effectiveness	Verify that the proposed scope is in accordance with construction costs limits allowed by regulation.
2	General Review of Accessible Elements	Quality	Verify that the proposed construction of an accessible element demonstrates compliance with applicable access requirements, by communicating sufficient dimensioning, annotation, specifications, and coordination with all applicable drawings.

* 1: Design and Survey; 2: Plan Review; 3: Inspection

Cert. Class.*	Areas of Responsibility	Measurement of	Expected Duties
2	Review of Elements Involving Finish Grade Changes	Quality	Demonstrate the to analyze vertical elevation data shown in topographic and civil engineering drawings, in order to review proposed slopes and other changes in finish grades of accessible elements.
2	Review of Project Specifications	Quality	Verify the inclusion of all specification sections required for accessible features. Review individual specification sections for technical content and accuracy. Verify that specifications do not contradict information shown on construction drawings.
2	Comments on Deficiencies of Accessible Elements	Quality	Provide clear plan review comments that accurately describe deficiencies in proposed construction, with markings on the construction documents reviewed. For each deficiency, identify and provide citations of applicable code requirements.
2	Administrative Process for Revising Approved Construction Documents	Quality	Correctly process proposed revisions to previously approved construction documents, including incremental approvals, deferred approvals, issued addenda, and proposed change orders.
		Timeliness	Process documents as high-priority tasks, so as not unnecessarily to delay the construction progress.
3	Comprehension of Approved Construction Documents	Quality	Fully comprehend the approved construction of accessible elements as shown in the approved construction documents. Inform the architect or engineer of record of any errors or omissions encountered, or of any clarifications needed.
		Timeliness	Fully comprehend before construction begins. Provide notification of errors or omissions as they are encountered.
3	General Inspection of Accessible Elements	Quality	Verify that the actual construction of an accessible element complies with all applicable portions of the approved construction documents.
		Timeliness	Promptly inspect construction work upon completion. Provide notification of errors or omissions as they are encountered.
3	Project Record-Keeping	Quality	Maintain all forms of inspection records for accessible elements of the project.
3	Periodic and Final Inspector Reports	Quality	Prepare and distribute field reports at project mobilization, closeout, and periodically as required by the enforcement agency with jurisdiction.
		Timeliness	Act within the timeframe required by enforcement agency.
3	Resolution of Deviations in Construction	Quality	Properly apply the administrative procedure of the enforcement agency to report deviations encountered. Monitor process to review and approve proposed corrective work, as well as the processing of change orders to implement corrective work.
		Timeliness	Report deviations as soon as possible. Prevent initiation of corrective construction work until proposed corrective work is approved by the enforcement agency.

* 1: Design and Survey; 2: Plan Review; 3: Inspection